



Annual Report 2025

13.5 million
Victorians served

166,761
Victorians trained

217,316
Victorians cared for

St John Ambulance Australia (VIC)



St John
AMBULANCE

LOUIS, GINNY AND SABINE READY TO SERVE THE COMMUNITY





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Chairman and CEO's Report

It is our pleasure to present the 2025 Annual Report for St John Ambulance Victoria.



Mark Engel OStJ

► Chairman



Gordon Botwright OStJ

► CEO

As we reflect on the year, we do so with deep pride in what has been achieved and sincere gratitude for the people who made it possible. 2025 was a year that tested our organisation, but it was also a year that demonstrated our resilience, our purpose, and the strength of our community.

Throughout the year, St John Ambulance Victoria continued to serve communities across the state through first aid training, first aid response, community care and transport services. Our purpose, *For the Service of Humanity*, remains clear and unwavering. Every service delivered, every program expanded and every life supported reflects our enduring commitment to saving lives and building safer, more resilient communities.

Our volunteers once again stood at the heart of our organisation. Across Victoria, they gave generously of their time and expertise, supporting major events, responding in times of need, and representing St John with professionalism, compassion and pride. Their contribution is immeasurable, and their service demonstrates our value that we are *simply better together*. We thank each volunteer for their dedication and the difference they continue to make in the lives of others.

Equally, we acknowledge the extraordinary efforts of our staff. In a year marked by complex challenges, our people demonstrated agility, accountability and a strong commitment to those we serve. Across operational, administration and community care roles, staff continued to deliver high-quality services while always striving to do better. Their focus on being *shamelessly customer centric* has been critical to our success.

Community impact remained a defining feature of 2025. Our education and prevention programs continued to empower Victorians with life saving skills, particularly through school based and youth programs, community education initiatives and the distribution of defibrillators into local communities. These programs strengthen preparedness, improve survival outcomes and build confidence in individuals to act when it matters most. We are grateful to our partners, schools, local organisations and supporters who worked alongside us to extend this impact across metropolitan, regional and rural Victoria.

The year also saw well deserved recognition of service and excellence. We proudly acknowledge the recipients of awards and honours during 2025, including youth members, long serving volunteers and staff whose contributions illustrate the spirit and values of St John Ambulance Victoria. These achievements celebrate not only individual commitment, but the culture of service that underpins our organisation and is exemplified in the 100-year anniversary of our Cadet and Youth program in Australia.

The Annual Report celebrates the impact and achievements of the organisation and our people, but here are a few highlights across St John in 2025:

- ▶ Gwen Neylon awarded for her 50 years of service at the Government House awards
- ▶ Ella Heywod was awarded as Youth Leader of the Year at the Government House awards
- ▶ Volunteers provided pre-hospital care to over 10,000 patients at over 2,000 events across the state
- ▶ Volunteers saved two lives at the Melbourne marathon
- ▶ The launch of our 4th suburb, Werribee, under the Defib in Your Street program
- ▶ Twenty volunteers received admissions and promotions in the Order of St John

Financially, 2025 was a much-improved year delivering a pleasing budget surplus. Ongoing economic pressures, cost escalation and a competitive operating environment continued to challenge the organisation. However, through disciplined financial management, strengthened commercial focus and contract reset activity, the organisation achieved a meaningful turnaround during the year. Improvements in underlying performance and cost control have positioned St John Ambulance Victoria on a more stable footing. While the external environment remains challenging, the organisation enters the future with greater confidence and a clear focus on long term financial sustainability.

None of this would have been possible without strong governance and leadership. We thank our Board of Directors for their stewardship, insight and unwavering commitment to the organisation's purpose. We also acknowledge the executive and management team for their leadership through a demanding period of change, and for their focus on accountability, culture and performance.

We extend our sincere thanks to our donors, supporters and partners whose generosity and trust enable our work. Your support strengthens our capacity to serve the community and ensures that St John Ambulance Victoria can continue to respond where and when it is needed most.

Finally, to every volunteer and staff member, thank you. Your service, professionalism and compassion remain the foundation of this organisation. Together, you have carried St John Ambulance Victoria through a challenging year and positioned it for a stronger future.

As we look ahead, we do so with optimism, renewed purpose and deep appreciation for the privilege of serving the Victorian community.

Thank you for your continued trust and support.

Mark Engel
Chairman

Gordon Botwright
CEO



HANNAH TEACHING CPR
AT THE GOOD FRIDAY
APPEAL KIDS DAY OUT

2025

Highlights Timeline

January



- ▶ St John volunteers showing support at the Midsumma Pride March
- ▶ Providing Event Health Services to the Australian Open

March



- ▶ Relaunching the popular Kindergarten First Aid Program
- ▶ Inaugural Non-Emergency Patient Transport Open Night in Sale
- ▶ Melbourne Training Centre gets a fresh look

May



- ▶ St John at the Workplace Health and Safety Show
- ▶ Carina Garland MP visits Headquarters for Volunteer Week

February



- ▶ St John raises over \$35,000 with TOMRA Container Recycling Scheme
- ▶ Jessica Underwood Awarded Frankston Young Citizen of the Year Finalist

April



- ▶ School Holiday programs begin, including Hero Academy (Ages 5-12) and Revive Crew (Ages 14-17)
- ▶ St John debunked Australia's most common Defibrillator Myths with a new campaign

June



- ▶ The inaugural 5-year Volunteer Service Awards take place
- ▶ Mental Health Trainers Catherine and Vinay tackle the winter blues with a webinar

July



- ▶ Defib In Your Street launches its fourth suburb in Werribee
- ▶ Alan Marshall retires after 53 years of service

August



- ▶ First Aid Champion Awards take place at Marvel Stadium
- ▶ Investiture at Government House
- ▶ St John launches the new X3 Defibrillator

September



- ▶ World First Aid Day at Parliament House with CPR Lab
- ▶ Party Ready Program wins a Resilient Australia Award
- ▶ Lorraine Glover celebrated for 55 years of service

October



- ▶ St John gives away two lifesaving defibrillators for Shocktober
- ▶ Nessryn Tabiaat awarded Westfield Local Hero for Airport West
- ▶ St John provides free CPR training sessions for Restart A Heart Day at Southbank
- ▶ St John launches *Do You Live With A Paramedic* campaign
- ▶ Scott Munnings awarded prestigious Caroline Chisholm Award, Presented by Carina Garland MP

November



- ▶ Annual Volunteer Awards held at Government House

December



- ▶ Volunteers and CPR Lab attend the Variety Christmas Party

Volunteers and Event Health Services

Volunteers are the lifeblood of St John, and the year saw a steady focus on stability and capability as we responded to increased demand.



Growth in Event Demand

VEHS continued to expand its event support footprint, responding to increased demand across high risk festivals and major venues, including expanded concert series at venues such as Marvel Stadium. A new contract with DEECA further strengthened collaboration across emergency services.

Structural Rebuild and Capability Uplift

A major focus of the year was the redesign of clinical, awards, operational, and volunteer structures to support sustained growth. Rebuilding efforts were concentrated in the Wyndham and Wellington divisions. Facility upgrades were completed in Wodonga, Goulburn Valley, Warrnambool, and Casey, alongside the Emergency Coordination Centre room, funded through VESEP grants. A new HiAce vehicle was also acquired to support event deployment.

Emergency and Community Outcomes

Volunteers in green contributed to significant life saving outcomes, including two lives saved at the Melbourne Marathon, both cardiac arrests. Volunteers also supported a wider range of St John community programs than ever, including Kinder Education, CPR Lab delivery, and the implementation of a community transport model fully supported by volunteers.

Multi Agency Collaboration

Volunteers and staff participated in major multi agency activities, including the Emergency Services Games, large scale training exercises such as the Trawool and Arthur Seat chairlift rescues, and interstate deployments supporting major events in Queensland and New South Wales.

Key Statistics

Events

2,586

1,379 Local Events

1,207 Major Events and Venues

Total Volunteer Members

1,857

Total Volunteer Hours

223,960

Total Volunteer Shifts

35,259

Emergency Management Shifts

29

Patients Treated at Events

10,736

SIGNIFICANT INCIDENTS

Hospital transfers

278

Cardiac Arrests

4

Intubations

2

Events, Activity and Workforce Data

During 2025, our people in green delivered first aid at 2,586 events, spanning local and major events. On top of this were hundreds of shifts for emergency response, training, communications centre operations, and community transport.

Scope of Practice Summary

EPL2	206
EPL3	14
First Aider	165
First Responder	586
Advanced Responder	11
Nurse	108
Paramedic	74
Doctor	39
TOTAL	1,203

*Note 19 members with dual scope due to dual registration are represented twice in the above data

Training, and Workforce Sustainability

More training took place during the year than before, with 2,458 training sessions, totalling 56,555 training hours taking place to achieve annual training requirements for members. Rural recruitment and induction increased, Wellington Division was revitalised, and a Youth to Adult Induction Program was successfully piloted.

All training became more streamlined, making it easier to complete for members, allowing them to remain active at events.



SUNBURY DIVISION
UPSILLING THEIR
MEMBERS



Recruitment FIRST RESPONDER PROGRAM

The First Responder Recruitment Pathway remained a strategic strength, with 287 new members graduating in 2025.

The Recruitment Pathway program continued to demonstrate strong performance, reinforcing its strategic value within the Volunteer and Event Health Services portfolio. The new volunteer recruitment, engagement, and training framework has delivered

consistently positive outcomes, supported by ongoing improvements to training content and delivery throughout the year. Graduation numbers in 2025 remained stable compared with the previous year, reflecting sustained program effectiveness. Planning undertaken in late 2025 has laid the groundwork for further expansion and enhancement in 2026.

The Recruitment Pathway program has provided significant support for volunteers through structured event management and engagement initiatives. Dedicated teams have delivered tailored development plans aligned with individual volunteer goals, contributing to a more personalised and purposeful volunteer experience. Regional outreach efforts, along with the growth of individual HUBs, have strengthened engagement in regional areas and increased volunteer participation. Additionally, the smooth integration of new recruits into divisional structures has deepened their connection to St John divisions and supported long-term volunteer placement. This integrated approach ensures alignment with operational requirements, boosts event attendance, and fosters experience-building, engagement, and camaraderie across the volunteer community.

Awards and Recognition

In 2025, 67 members were recognised through service and achievement awards, including Long Service, Bars, and Peter Falkland Awards at Government House. Notable recognitions included:

- ▶ Silver Commendations for Alan Marshall and Lorraine Glover
- ▶ Westfield Airport West Local Hero Award awarded to Nessryn Tabiaat, supporting CPR community education. Jordan Berger and Harriet Waymark were also finalist in Westfield Southland and Westfield Doncaster, reflecting the gratitude of the public to St John volunteers.
- ▶ Recognition of 50 years of service by Gwen Neylon
- ▶ Mother-daughter duo Dem and Sabriah Peterson both received Long Service Awards for their 10 years of service with St John
- ▶ Posthumous acknowledgement of service for Gerard Bernard Guerin, accepted by family members

Team of The Year Goes To....!

With sustained operational growth year-on-year and a concerted effort to reshape into a contemporary and high-achieving team, the Volunteer and Event Health Services staff were also honoured with the Executive Leadership Team Award at the Staff Excellence Awards. This recognition of the team's

contribution and performance, not only within the organisation but for contributing to the health outcomes for all Victorians, was a new initiative that is well deserved.

Looking ahead, the team is exploring opportunities to expand service delivery across additional major venues, including the Palais Theatre, and to establish longer term service arrangements such as multi month support to schools.



What Patients Say

“

Last Saturday, at Derby Day, Flemington, I fainted and fell (late morning) St John person arrived in a buggy and transported me to the main First Aid tent. I was seen by Sharon, Bethany and Dr James Xavier.

I want to thank them all and PRAISE them for the amazing care and kindness they showed me. I could not have asked for better care or attention. Could you, if possible, pass on my thanks to everyone, I am a bit bruised and sore but improving thanks to your team.

Many, many thanks.

Jane B

“

I would like to offer my gratitude to St John's Ambulance, Marvel Stadium and Carlton staff for their very kind help after a fall down the stairs, level 2, aisle 35, row G, seat 27 yesterday at the Carlton/Suns game. The attention and care offered was extraordinary, especially St John girls. A gentleman called Paul took us to the Rotary club area to watch the game.

I am 80 years and find getting to Row G unnerving without rails to hold onto. We have asked Carlton many times to transfer to safer seats.

Would you please pass on my gratitude to all involved.

Wonderful caring people.

Jan L

“

Please send my thanks to Kristian Cornwill who assisted police with an elderly male that fell down an escalator at Southern Cross Station on 24/05/2025. Male had a severe head bleed and Kristian helped me and my partner successfully bandage his head, stopping the bleeding and ensuring AV had a detailed handover.

I understand Kristian was off duty at the time and he went out of his way to help us. Thank you again.

**Senior Constable David Harrison,
Victoria Police**

“

I just wanted to thank whoever the team were (one young male and one older female) at Her Majesty's Theatre this past Friday, 7th November 2025 in Melbourne CBD who helped my Mum when she fell and broke her femur (which we found out in hospital later). They really put my mind at ease and helped my Mum who's 65 and has a few mental health issues, work through her pain and what to do and not to do as she can be stubborn, and in a state as she was in such pain.

I want to thank them for their help and support and patience for the two hours we waited trying not to move her before the ambulance came. You never want to see your parents or loved ones in such a fragile state and I really appreciated their calm and understanding amongst the awful shock. Just wanted to pass on my thanks to George (sorry he's the only name I remember!) and the team who assisted me at John Cain Arena on Sat 30th August at the Cirque du Soleil performance. They were so kind, caring and patient and made both myself and my friend who was with me feel well taken care of. Their professionalism and sense of humour was much appreciated! Thanking you all.

Kirsten

Youth Program

Celebrating Growth, Capability and Voice

The Youth Program experienced a landmark year, marked by strong growth, renewed engagement, and significant national recognition.



Centenary of Youth in Australia

In 2025, we proudly marked 100 years of youth involvement in Australia, celebrated through a series of commemorative events and formal recognitions. These milestones highlighted the enduring contribution of young volunteers and reinforced the program's legacy of leadership and service.

National Engagement and Achievement

The National Youth Camp held in September featured the National First Aid Competitions, where Victoria achieved an impressive third place overall, with fewer than five points separating the top three states. This result reflected the high calibre of youth training and teamwork across the program.

Recognition and Ceremonial Participation

The Order Dinner celebrated the history and evolution of the Youth Program, featuring panel discussions with former youth members representing multiple generations and pathways. Youth participation also increased in formal ceremonial settings, including a church service where young members served as readers and flag bearers.

Youth Voice and Representation

Youth representation was formally re-established in Victoria, with young members contributing to national decision making through representation on the National Youth Squad, strengthening advocacy and leadership pathways.



Awards and Leadership Recognition

Several key awards and recognition initiatives were reintroduced or expanded during the year:

- ▶ The **Esquire position** was introduced in Victoria, with Kayla Parker representing youth at World First Aid Day, Grand Council, and the National Chancellors Dinner.
- ▶ The **Peter Falkland Awards** were reintroduced, recognising:
 - *Ella Heywood* as Youth Member of the Year
 - *Joyce Chen* as Youth Leader of the Year
- ▶ Youth Service Stars were re-established, with awards to be presented at year's end.

Program Growth and Participation

The Youth Program recorded its largest growth since pre COVID, reaching 538 active members. During 2025, 211 new members were onboarded, an increase from 145 in 2024. All leadership programs ran at full capacity for the first time in two years, and more than 80 youth members attended Easter Camp. New School and Youth Divisions are set to open in 2026, which will lead to even greater numbers of young people participating.

Event Contributions

Youth volunteers played a significant operational role, attending over 2,000 events and contributing more than 9,000 hours of service. Youth members alone supported 700 events, delivering approximately 5,000 volunteer hours.

Transport Services

St John Ambulance continued to deliver critical transport services across Victoria, completing a total of 61,435 Non Emergency Patient Transport (NEPT) journeys during the year. Service continuity was strengthened through the extension of the Ambulance Victoria contract to April 2028, providing long term stability and supporting ongoing investment in capability, workforce development and fleet planning.

Key Statistics

NEPT Transports

61,435

Deceased Persons Transported

6,599

Community Transport Trips

1,937



PATIENT TRANSPORT OFFICER JOSH
READY TO HIT THE ROAD

To ensure the service remains fit for purpose, consultation commenced on a new fleet replacement plan, with the first vehicles scheduled to roll out from 2026. This initiative will enhance safety, reliability and patient comfort, while supporting operational efficiency across the network.

Workforce capability also continued to grow. During the year, 14 Patient Transport Officers (PTOs) completed the Ambulance Transport Attendant (ATA) Pathway, bringing the total number of staff who have progressed through the program to 142. This pathway will expand further in 2026, supported by St John's delivery of the Diploma of Emergency Health Care, enabling both staff and members of the public to obtain essential qualifications and strengthening the future workforce pipeline.

A particularly meaningful component of the service is the Special Moments Transport program, led by NEPT staff Paul Murphy and Debra Shkreli. This initiative continues to expand, providing compassionate, dignity focused transport for patients and families during some of life's most significant and emotional moments. The program addresses a critical community need and demonstrates St John's commitment to care beyond clinical delivery.

Clinical excellence remained a priority, with the Clinical Governance Framework revised and strengthened during the year. This focus is reflected in outstanding patient feedback, with an overall patient experience score of 4.8 out of 5 and a Net Promoter Score (NPS) of 84, indicating exceptionally high levels of satisfaction and trust. Commendations received throughout the year further highlight the professionalism, empathy and dedication of teams across the service.

Deceased Persons Transport

St John also delivered 6,599 deceased person transports, continuing to provide an essential service with sensitivity and professionalism in the most challenging circumstances. The Court Services Victoria (CSV) contract was further extended through to mid 2027, with ongoing positive feedback acknowledging the team's conduct, care and respectful approach.

This service remains deeply impactful for families and partner agencies, and staff continue to demonstrate compassion, dignity and excellence in the delivery of care at some of the most difficult moments for the community.

Community Transport

Community Transport services completed 1,937 journeys during the year and underwent a significant transition to a 100 per cent volunteer driver model. Volunteer interest and participation continued to grow, reflecting strong community engagement and support for the service. In response to increasing demand, an additional vehicle has been introduced in early 2026.

The service expanded its reach by commencing transport and companion services for Seniors Community Care, supporting clients who require both transport assistance and social connection. Leadership within the program was recognised at the Staff Excellence Awards, where Rebecca Gemmell, Team Leader for Community Transport, was acknowledged for the value of Very Passionate People.

Quality, Standards and Collaboration

St John successfully achieved the renewal of ISO 9001 and ISO 45001 certifications, reinforcing its commitment to

quality management, safety and continuous improvement. The organisation also hosted visits from St John Queensland and St John ACT, strengthening collaboration, knowledge sharing and alignment across jurisdictions.



What People Say

“

My mother is 82-years-of-age. Cultural and language barriers were present. The Paramedics Erin and Kate were nothing short of exceptional. They both demonstrated maturity well beyond their years of experience. Their emotional intelligence was evident from the outset. They were cognisant of the existing barriers and navigated through this effectively whilst maintaining my mother's dignity. Their compassion was exemplary and the diligence / care they showed when transporting mum from home to hospital was noteworthy. These two esteemed members will be an asset to St John Ambulance. Please pass on my personal thanks to them and also ensure their senior management is made aware of this too.

“

I just want to give thanks to the St John ambos that came out this morning. My dad had slipped out of bed and onto the floor. He was bed bound with brain cancer. The two that attended were really great. He told me everything he was going to do and how. I was so upset about what happened and it was so busy after that I never got a chance to thank them for their help or kindness. My dad has since passed away a few weeks ago, and now I sit and think about everything that came to my mind. So please thank them on behalf of my dad.

“

The ambulance staff treated my father both with compassion and expertise, under difficult circumstances. Once in hospital ensured dad was comfortable even sourcing a warm blanket, in my opinion going beyond their responsibilities. I am eternally grateful for the treatment my dad received in his hour of need.

First Aid in Schools

Empowering the Next Generation of Lifesavers



The First Aid in Schools program is a cornerstone of St John Ambulance Victoria's commitment to building safer, more resilient communities.

By equipping children with practical first aid knowledge and the confidence to act in an emergency, the program helps ensure that lifesaving skills are learned early and shared widely across Victoria.

In 2025, the program exceeded its annual delivery target, reaching 81,295 primary school students through free, face to face education delivered in primary schools across the state. This outcome was achieved while aligning delivery with revised resource availability to ensure long term sustainability within the organisation.

Expanding Reach and Access

In response to community need and emerging opportunities, the program expanded beyond its traditional delivery model in 2025. For the first time, trained St John Ambulance volunteers delivered age appropriate first aid education in kindergartens, reaching 1,010 children across 51 early learning settings. This expansion strengthened early intervention and helped embed safety awareness from a younger age. This opportunity further supported the organisation's goal of providing more ways to volunteer, giving over 50 current volunteers the opportunity to contribute to their local communities outside of first aid at events.

A new initiative, the Hero Academy school holiday program, was also introduced in 2025, providing engaging first aid learning experiences outside the school term. More than 270 children participated from Term 2 holidays onwards, demonstrating strong community interest in accessible and flexible education opportunities.

Program Quality and Innovation

To enhance relevance and learning outcomes, topic based modules were reintroduced for the first time since pre COVID. These optional modules allowed schools to tailor sessions to their local context and included priority health and safety topics such as asthma, anaphylaxis, snake bites, and bones, bumps and bandages. Core first aid principles, including the DRSABCD action plan, remained central to all delivery.

Curriculum updates and refreshed teaching resources ensured consistency, quality and engagement across year levels, supporting positive learning experiences for students and teachers alike.

Strengthening Delivery and Governance

In 2025, the team of Education Officers was integrated into the Marketing and Community Programs team. This restructure improved program oversight, delivery quality, staff engagement and cost control, particularly in the second half of the year.

The increased use of trained volunteers, particularly in early years of program delivery, further strengthened capacity while maintaining high standards of quality and safety.

Community Impact

The First Aid in Schools program plays a vital role in St John Ambulance Victoria's broader community education efforts. By providing free, accessible training in schools, the program helps build confidence, preparedness and a culture of care among young people, contributing to stronger, safer communities across Victoria.

In 2025, the program continued to demonstrate that early education in first aid is a powerful investment, one that delivers long term social value and supports the shared goal of saving more lives through knowledge and preparation.

Looking Ahead

As demand for first aid education in schools remains strong, St John Ambulance Victoria will continue to focus on sustainable growth, quality delivery and innovation. Future priorities include strengthening partnerships, expanding volunteer supported models and ensuring the program remains accessible to communities across Victoria.



PAUL MERCURIO MP VISITS LANGWARRIN PRIMARY SCHOOL

What Teachers Say

“

The program was excellent. Very thorough and easy to understand. I liked that the children were given an opportunity to perform first aid tasks.

Fiona, Teacher at Silvan Primary School

“

The session was very well thought out and presented. Students were engaged and understood the learning material and performed the practical really well. The practical presentation was fun and engaging and provided students opportunity to simulate a situation that could happen.

James, Teacher at Garrang Wilam Primary School



FIRST AID IN SCHOOLS STUDENTS PRACTICING BANDAGING

Key Statistics

Students Trained

81,295

Schools Attended

336

Average Teacher Rating

9.6/10

Program Impact

Growth out of 10

Before Program After Program

Knowledge of First Aid

5.6 8.6

Skills in First Aid

5.1 8.5

Confidence in First Aid

5.5 8.3

Party Ready Now Award-Winning



The Party Ready program addresses a critical gap in adolescent health and safety education by equipping young people with the skills and confidence to respond to emergencies in social settings where alcohol and other drugs may be present.

Designed for secondary school students, the program blends physical first aid and mental health first aid, supporting informed decision making, early intervention and peer support.

In 2025, Party Ready continued to be delivered as an in person school incursion aligned to the Victorian Curriculum, using a non-judgemental, harm reduction approach that reflects the real world experiences of young people.

Reach and Delivery in 2025

In 2025, 1,963 students participated in the Party Ready program across Victoria. While this represented a lower overall reach compared to 2024, when grant funding supported broader free delivery, the program continued to meet strong demand from schools seeking targeted, evidence based education for older students.

To expand access beyond the school calendar, Party Ready content was also incorporated into a school holiday program

from Term 2 onwards, reaching an additional 56 students during the 2025 holiday periods. This initiative tested new delivery formats and received highly positive feedback from participants.

Resilient Australia Award

A national accolade celebrating initiatives that make communities stronger, safer, and more prepared for emergencies, the Resilient Australia Award (Community Category) was granted to the Party Ready program in September. This prestigious accolade highlighted the vital role education programs like Party Ready play in supporting the health and safety of Victorians, now and into the future, by strengthening community preparedness and resilience.

Program Quality and Student Outcomes

Party Ready is underpinned by co-design with students, educators and sector stakeholders to ensure relevance, accessibility and impact. The program presents young people with up to date information about substance use, overdose risk, drug interactions and mental wellbeing, alongside practical first aid and de-escalation skills.

Ongoing program refinements were made throughout 2025 to strengthen engagement, delivery consistency and learning outcomes, informed by student and school feedback.

What Teachers and Students Say

“

It was great timing before school holidays. They love the goggles and interactives.

Adele, Teacher at Colac Secondary College

The activities were very engaging and the content extremely relevant.

Will, Teacher at Terang Secondary College

“

The activities were engaging and let us put them into work either through problem solving or physically. The content and the practicals are essential to learn and I learnt a lot in the workshop.

Year 10 Student, Braemar College

The hands-on modules of the workshop were the most fun, but I also enjoyed learning the science surrounding alcohol.

Student, Banyule Youth Hub

Partnerships and Sustainability

In 2025, Party Ready continued to be supported through a mix of school funded delivery and targeted investment. While reduced grant funding impacted overall scale compared to the previous year, funding was secured from the Department of Education's Strategic Partnerships Program to support future delivery across 2026 and 2027.

The program also maintained strong alignment with other St John Ambulance Victoria community initiatives, creating opportunities to share insights, respond to identified needs and strengthen outcomes for young people, particularly those at increased risk of harm.

National Expansion

Building on its strong foundations and national recognition, Party Ready is expanding beyond Victoria, commencing in the Northern Territory in 2026. The program will be delivered locally with ongoing implementation support and collaboration from St John Ambulance Victoria to ensure quality, consistency, and scalability, while allowing adaptation to local contexts and community needs. This milestone marks an important step in broadening the program's reach and strengthening its impact for young people across Australia.

Looking Ahead

With youth remaining a priority area, St John Ambulance Victoria will continue to refine and grow the Party Ready program, focusing on sustainable delivery models, quality outcomes and strategic partnerships. Future efforts will both build on the program's strong foundations to ensure more young people are equipped to keep themselves and others safe and seek additional funding for schools in need to implement the program.

Key Statistics

Students Trained

1,963

Schools and Facilities Visited

35

91% of students agreed with the statement *"I had fun in the workshop"*

99% of students agreed with the statement *"I learned new information in the workshop"*

98% of students agreed with the statement *"The activities will help me to help others at parties"*

99% of students agreed with the statement *"It was important to learn hands-on CPR training"*



TEENS AGED 14-17 COMPLETING OUR HOLIDAY PROGRAM

Program Impact

Growth out of 10

Before Program After Program

Physical First Aid Confidence



Mental First Aid Confidence



CPR Lab

Fast Training. Lasting Impact Throughout Victoria



In 2025, CPR Lab delivered an impactful and wide reaching year, strengthening community capability in lifesaving CPR skills and continuing to expand its presence across Victoria with new locations and events visited.



CPR LAB IN SOUTHBANK FOR RESTART A HEART DAY

CPR Lab reached 9,305 participants across 63 community events, a milestone as the program approaches its 10th year in operation. The program completed 25% more regional deployments in 2025, reflecting the growing organisational commitment to ensure better access to CPR knowledge for all, especially those in regional Victoria.

These events spanned major festivals, shopping centres, school activations, agricultural shows, wellbeing events, and high foot traffic public spaces, enabling thousands of Victorians to learn hands only CPR in just 10 minutes. Both the full CPR Lab and the compact CPR Lab Lite were used throughout the year to maximise accessibility.

One standout moment was the Good Friday Appeal Kids' Day Out, where the Lab trained 740 people in a single day, demonstrating the program's ability to scale for major crowds. Additionally, for the first time ever, St John led a collaborative approach bringing together Victoria's Emergency Services agencies to Restart a Heart Day on 16th October at Southbank.

Present were not just St John's CPR Lab and NEPT personnel, but fire trucks from Fire Rescue Victoria and Community Education representatives from Ambulance Victoria, SES, CFA, Zoll and RSPCA. Together, they dominated Queensbridge Square for the day and ensured the day saw the attention it deserves.

OTHER EVENT HIGHLIGHTS:

- ▶ Elmore Field Days: a multi-day regional deployment to the agricultural community
- ▶ Whitehorse Spring Festival: trained 380 participants in 1 day
- ▶ Warrnambool Show: one of the most geographically distant events
- ▶ Pacific Werribee: in 1 week over 1000 people were trained in one of our key areas for sudden cardiac arrest action

What People Say



“

We didn't expect to see CPR Lab at a Bunnings Family Day. Came for fun, left with some education.

Leah

“

I enjoyed that it was short and opportunistic. We were just walking past and able to have a go without booking.

Sarah W

Volunteers and Youth Collaboration

Throughout 2025, Volunteer and Youth interest in supporting CPR Lab with its community education efforts continued to grow. Multiple volunteer training sessions were held in 2025, upskilling dozens of volunteers in community engagement, including those at the Whitehorse Division.

CPR Lab's strong culture of teamwork and enthusiasm also stood out, with staff and volunteers working collaboratively for the benefit of their local communities. The program fostered camaraderie by bringing together multiple individuals united by a shared purpose.

Support and Funding

We were thankful to gain the support of several funders to keep CPR Lab operating and expanding its reach. Of note were the grants received from AVID Properties, Maroondah City Council and Westfield (Scentre Group). These will allow us to train more volunteers in CPR Lab delivery and in more locations, including additional regional deployments. We are also actively seeking funds that will allow for a major upgrade to CPR Lab's fit out and a second delivery vehicle, to help us achieve our longer-term goals of greater resilience in community.

These partnerships not only increased visibility but helped embed CPR awareness across diverse community settings.

As we move forward into 2026, enthusiasm to travel to more locations in regional Victoria builds. Despite growing community confidence to perform CPR, still many members of the public, often facing disadvantages and hardship, have not been given the opportunity to learn the skills to save a loved one in an emergency. Our work continues to reach them with CPR Lab.

Key Statistics

People Trained in Free CPR and AED Awareness

9,305

Events attended

63

Defib in Your Street Wheels into Werribee



The Defib in Your Street program is a first-of-its-kind community initiative designed to increase survival rates from sudden cardiac arrest by ensuring people have fast access to defibrillators and the confidence to act.

The program combines the installation of publicly accessible defibrillators with free community CPR and defibrillator training, delivered directly in priority suburbs across Victoria.

In 2025, Defib in Your Street continued to demonstrate the power of place based, preventative health initiatives, strengthening community preparedness and helping make neighbourhoods safer for everyone. Launching into Werribee in July, the program is now tackling its largest suburb to date, which also happens to be one of the highest on the list for sudden cardiac arrest incidence.

Reach and Impact in 2025

In 2025, the program trained 5,148 community members across participating suburbs, achieving 103% of its annual training target. This strong result reflects sustained community demand for free, accessible, lifesaving education and the effectiveness of local delivery models.

In Werribee, 1,741 people were trained during the year across a range of accredited, non-accredited, drop-in style and even online CPR training options. At the same time, program delivery was completed in Sunshine, with a total of 3,781 people trained across 2024–25, marking the successful conclusion of the program's work in that suburb.

Defibrillator Access and Infrastructure

Expanding access to defibrillators remained central to the program in 2025. In Werribee, eight new publicly accessible defibrillators were installed, helping strengthen local coverage and reduce response times during cardiac emergencies. In addition, two remaining defibrillators were installed in Sunshine, completing the program's planned rollout in that community.



TATIANA TEACHING CPR AT THE DEFIB IN YOUR STREET WERRIBEE LAUNCH

Key Statistics

Community Members
Trained in Free CPR

5,148

Defibrillators Installed

11

Partnerships and Funding

Defib in Your Street is made possible through strong partnerships with local government, community organisations and supporters. In 2025, the program received \$40,000 in funding from Wyndham City Council and \$1,500 from Dennis Family Corporation, supporting training delivery and infrastructure in priority areas. We are also grateful to our many other supporters, including Civic Outdoor who provided significant in-kind advertising support across 2 prominent billboards for 20 weeks, allowing us to reach an estimated 11 million community members in the Werribee area.

These partnerships play a critical role in enabling free access to training and defibrillators, particularly in communities with higher rates of out of hospital cardiac arrest and lower rates of bystander intervention.

Research and Thought-Leadership

At the Spark of Life Conference in May, program Officer Marj Devereux presented groundbreaking findings from our Defib in Your Street Program in collaboration with La Trobe University.

The Spark of Life Conference is Australia's leading forum for cardiac arrest research and response innovation, bringing together clinicians, paramedics, academics, and community

advocates to explore how we can collectively save more lives from sudden cardiac arrest. The research presented showed impacts on the population of Reservoir, where the program first launched, revealing that it reduced travel time to a defibrillator by 2.32 minutes, a 68% improvement, and doubled AED coverage for cardiac arrests.

"Expanding community access to defibrillators is a vital public health measure," said Dr Cengiz Cimenkaya, Director of Cardiology at Werribee Mercy Hospital. "The more we empower people to act quickly and confidently before reaching hospital care, the more lives we can save."

Looking Ahead

As demand for community based cardiac arrest prevention continues to grow and the program reaches 100 AEDs installed under its name across a range of suburbs, St John Ambulance Victoria will focus on sustaining and expanding the Defib in Your Street program. Key priorities include securing funding to help offset program delivery and equipment costs, expanding to new priority suburbs, and continuing to advocate for broader access to publicly accessible defibrillators across Victoria.

Through targeted investment, strong partnerships and local engagement, Defib in Your Street continues to play a vital role in building safer, more resilient communities – where more people are ready and able to save a life.



THE FIRST WERRIBEE HOST GEORGE ANDREWS WITH A DEFIBRILLATOR AT HIS HOME

George's Story

"I performed CPR on a neighbour who survived a cardiac arrest. That experience showed me how critical timing is," he said. "I'm proud to host the first public access defibrillator in Werribee. These devices are simple to use, and having more of them will save lives."

Training and Product

As the most trusted provider of first aid training, products and servicing in Victoria, team members are proud to uphold this strong reputation each and every day in their St John Ambulance uniforms.

Key Statistics

Total First Aid Trained Students (Accredited)

63,758

Total First Aid Trained Students (Non-Accredited)

670

Total Mental Health Students Trained

1,755

Total Classes Delivered

6,148

Enrolments into Advanced Education Courses

254

Training and Education

Throughout the year, St John Ambulance continued to deliver training at scale and with impact, reaching a total of 66,437 students across physical first aid and mental health training programs. This included 6,148 classes delivered statewide, reflecting sustained demand for high-quality, accessible training in workplaces and communities.

In addition to short-course delivery, 254 students enrolled into advanced, long-course education programs, strengthening capability across specialist first aid and emergency response disciplines. Together, these outcomes reinforce St John's position as a trusted provider of first aid education and a critical contributor to community safety and workforce readiness.

Growth and Partnerships

The year saw strong momentum in business development, underpinned by several significant contract wins and renewals. A key achievement was the successful tender with Parks Victoria, securing a new three-year contract and introducing a new client relationship for St John Ambulance. Under this agreement, St John is delivering a broad suite of training



MENTAL HEALTH FIRST AID
TRAINER CATHERINE

programs, both onsite and at St John venues, including CPR, Provide First Aid, Remote Area First Aid, Advanced Resuscitation, and Mental Health First Aid.

Victoria also played a leading role in establishing Bendigo and Adelaide Bank as a new national client, delivering both training and first aid servicing solutions. This engagement represents an important expansion of St John's national footprint and cross-jurisdictional capability.

Existing partnerships were further strengthened with the renewal of the Victoria Police contract for an additional 12 months, following an initial three-year term. Over 8,000 Victoria Police members have now been trained in first aid through this partnership. St John also delivered training to 1,019 V/Line employees across all regions of Victoria, supporting safety outcomes across the state's public transport network.

Infrastructure, Platforms and Community Presence

Significant investment was made to support both learners and staff through improved facilities and platforms. This included the renovation of the Melbourne Training Centre (MTC) on King Street, St John's largest training venue, enhancing the learning environment and reinforcing its role as a flagship education site.

In a major milestone, stewardship of the SJx training platform, originally developed in Victoria in 2019, was formally transferred

to the National Office. This completed its transition to a national training product and ensures a more consistent and streamlined training experience for St John students, regardless of where they undertake their course.

St John also established an ongoing training presence at Eastland Shopping Centre, further embedding the organisation within the community and consolidating its partnership with QIC.

First Aid Products and Solutions

St John's First Aid Servicing team delivered another year of strong growth. A total of 61,223 first aid kits were serviced, representing a 12 per cent increase on the prior year, with an average of 252 kits serviced per day. During the year, teams visited 9,550 customer sites, an increase of 13 per cent, demonstrating continued expansion in servicing reach and operational capability.

Growth in kit servicing is expected to continue into 2026, with projections indicating more than 70,000 kits will be serviced in the coming year.

Product innovation also remained a focus. The AED product range expanded in 2025 with the introduction of the X3 AED, complementing the continued market growth of the flagship G5 AED. Looking ahead, St John will launch a new AED in 2026, further strengthening its life-saving product offering and market leadership.



THE FIRST AID SERVICING TEAM

What Our Customers Say

“

This is the second time I have ordered from St John Ambulance. Your online portal is very easy to use. I immediately get a confirmation email, followed shortly by dispatch and tracking information. I receive the goods within a couple days. You truly have an amazing service. Thank you for making it easy.

Rachael Smith

“

Sylvia came in on the 15/10/2025 and was just the most amazing person. She does such a thorough job and was just overall extremely kind to our staff. We loved having her come in and she communicated with us perfectly! Hope to see her again next year!

Jade Ince

“

I would like to compliment one of your staff members Sophia Sahto, I rang yesterday to find out about an order and I had a really bad line I was getting echoes it was hard to hear but Sophia was very helpful and patient with me.

And I received the parcel today what great service you have a great asset of Sophia in your team.

Kind Regards
David Hutton

“

I would like to compliment “Howard” our trainer on Saturday, 20 Sept at Ruffly. I have been attending First Aid and CPR for over 20 years and find Howard one of the best and clear trainers. I would appreciate it if you would pass on my compliments to him.

Carole Jaacks

“

I recently got the Small Emergency First Aid Kit and I'm seriously impressed. It's compact enough to fit easily in my car glovebox or a cupboard at home, yet still includes all the essentials bandages, gauze, adhesive strips, a triangular bandage, gloves, scissors, a shock blanket, eye pad, a first-aid quick guide, and more.

Kristie Leach

“

Erin the facilitator did an amazing job. She was clear and concise with the information, had an amazing understanding of the material she was delivering, and had the perfect delivering mix of being able to hold the students' attention and mixing this with a great sense of humour to keep this light but informative. She was also mentoring a new St Johns employee and showed great timing and direction for Sam to be able to assist in delivery. Definitely the best facilitator I have had for a long time.

Darryl

“

Decided to go practical last Christmas and bought Patch and go First Aid Kits for presents. Received amazingly positive responses from everyone!

Katie Spencer

Trainer Awards

THE MURRAY ELLIS TRAINER OF THE YEAR AWARD

Sara Barnes



The Murray Ellis Trainer of the Year Award honours a Trainer who embodies St John values and showcases exceptional performance throughout the calendar year in the delivery of training and assessment.

Sara joined the Training team in February 2021 after a career as a registered nurse and social worker, bringing exceptional knowledge and compassion to her role as a Trainer. Her commitment to excellence is consistently reflected in feedback from Team Leaders and students, who highlight her preparation, attention to detail, and calm, thorough approach to every class. This professionalism is also evident in her outstanding trainer scores from student surveys.

Over the past two years, Sara has broadened her impact by contributing to Mental Health and Crisis Support courses and stepping into the First Aid in Schools program, demonstrating flexibility and a willingness to grow. Sara shows genuine care for students and colleagues alike. She routinely follows up with students who are unwell or receive an NYC result, ensuring they feel supported and safe. She goes above and beyond to create a supportive learning environment.

Sara is a trusted mentor and role-model for new trainers during their onboarding process; she passes on her commitment to excellence to new members of the team. She goes out of her way to support onboarding trainers and contribute to their development, making the whole team better.

THE RISING STAR TRAINER OF THE YEAR AWARD

Natarsha Hutchinson

The Rising Star Award recognises a St John Trainer who has demonstrated significant professional growth within the awarded calendar year. They actively seek to improve performance, respond positively to feedback, and participate enthusiastically in professional development. Winning this award highlights the trainer's dedication to excellence and inspires others to strive for continuous improvement.

Natarsha joined St John in March 2023 and has quickly distinguished herself as an exceptional trainer. In just her third year, she has achieved one of the largest improvements in average trainer score, becoming one of our highest scoring trainers in 2025.

Students consistently praise her enthusiasm, clear and engaging delivery, and strong knowledge of first aid. She actively embraces feedback from her Team Leader and students, approaching every professional development opportunity with positivity and commitment. Tarsh has also developed a strong customer centric mindset, showing a clear understanding of the needs of both students and corporate clients. Her flexibility, solution focused approach, and genuine desire to provide an outstanding training experience make her a standout member of the team.

In addition to her achievements, Tarsh has recently taken on a mentoring role for onboarding trainers. She provides supportive guidance and shares her growing expertise, helping new trainers build confidence and uphold St John's high training standards.



Seniors Community Care

“

Caregiving often calls us to lean into love and strength we didn't know was possible.

Tia Walker

2025 was a defining year for Seniors Community Care; a year of change, and continued commitment to the people and communities we serve.

Guided by our purpose to support older Australians to live with dignity and independence, we embraced significant transformation. One of our major milestones was the transition to AlayaCare, a new customer relationship management system designed to strengthen the way we deliver care. By bringing intake, scheduling, care management, billing, and payroll into one integrated desktop and mobile platform, AlayaCare has enabled our teams to work more efficiently and remain focused on what matters most, our clients.

As part of this digital transformation, our Home Delivered Food service Manor Meals also moved onto a new system. This transition has streamlined food ordering processes and delivery runs, improving accuracy, efficiency, and timeliness, while ensuring our clients continue to receive reliable, nutritious meals with care and consistency.

Central to our journey in 2025 was listening to the voices of those we serve. We established our Consumer Advisory Committee to actively engage clients and welcome their insights, suggestions, and feedback. Alongside this, the introduction of a Clinical Governance Committee reinforced our commitment to safe, high-quality, and accountable care. We also launched customer surveys to better understand our clients' experiences and continuously improve our service delivery and communication.



SUPPORT WORKER THEA IN ACTION

A major sector-wide change occurred on 1 November 2025, when Seniors Community Care successfully transitioned to the new Support at Home (SaH) program. This marked the replacement of the Home Care Packages (HCP) and Short-Term Restorative Care (STRC) programs with a simpler yet more robust contribution model. Through this transition, our focus remained steadfast: ensuring continuity of care and supporting clients through change with compassion and clarity.

Despite a year of significant change, our teams rose to the challenge. Together, we delivered 44,479 hours of care across the community, including essential community nursing services. We also continued to grow our reach, expanding our services into the Western and Northern suburbs and extending our support to even more people in need.

Further, Manor Meals delivered 85,751 meals to our clients in the community, ensuring access to nutritious food and supporting independence and wellbeing at home.

As we look ahead, we remain inspired by the strength of our clients, the dedication of our workforce, and the trust placed in us every day. 2025 reaffirmed who we are, a community-centred organisation committed to care, connection, and continuous improvement. An organisation dedicated to the service of humanity.

Key Statistics

Hours of Care Given

44,479

Meals Delivered

85,751

What Our Clients Say

“

Firstly, I'd like to sincerely thank you with all my gratitude for the amazing support in making things happen so promptly for my mother-in-law Nancy.

The day chair, alarm, bed and seat pads, non-skid bath mat etc. has all changed risk factors in her falling prevention.

Thanks as always.

Wendy

“

I was grateful to DCW Rachelle who stayed with me during my recent ordeal (lost phone and power). Seniors are a wonderful team: all are 'little treasures'.

Cynthia

“

DCW Bronwyn who came today did a great job. Manor Meals delivered last Friday were great – enjoyed them.

Robert

Fundraising

To ensure we can continue to fulfil our mission, we rely on the generosity of donors and funders and during 2025 the number of people supporting our work continued to grow.

We fundraise through a variety of channels, including grants, regular giving, community fundraising, bequests, direct mail and digital appeals.

This year, long-term supporter, the late Nicholas Layland Clarke MStJ, left a Gift in his Will to support our work. We are very appreciative of this generosity and commitment to the work of St John.

We conducted several appeals, with funds raised supporting our team to be ready to serve the needs of the Victorian community.

Our monthly giving program, Team Green, continued to grow with these donors providing vital financial support to ensure we can continue to deliver our community programs.

We are grateful for the support received from funders and donors who help fund our community programs. This includes localised recruitment campaigns for Divisions across the state and support for their small equipment needs; support to deliver our CPR Lab, Defib in Your Street, First Aid in Schools and Party Ready programs to more community members across Victoria; and backing our Patient Transport team to deliver more memorable journeys for patients nearing end of life.

A corporate partnership with TOMRA Cleanaway early in 2025 saw St John recognised as the chosen charity for the West Zone of the Victorian Container Deposit Scheme for a period.

This campaign was extremely well supported by the community and resulted in a significant donation to benefit the volunteer training and recruitment programs.

We are incredibly grateful to every donor that enables us to support the Victorian community.

Donor Acknowledgement List

We sincerely thank each donor who has supported the work of St John. Their generous contributions enable us to continue to provide our services to the Victorian community. We also acknowledge the donors who wish to remain anonymous.

GIFTS IN WILLS

- ▶ Estate of Nicholas Layland Clarke

COMMUNITY, PHILANTHROPIC AND CORPORATE

- ▶ Aumabo Investments Pty Ltd
- ▶ AVID Properties Australia Pty Ltd
- ▶ Benefit Geelong Inc.
- ▶ Biccys Op Shop Supporters Inc.
- ▶ BlueFit Foundation
- ▶ Buninyong Primary School-Scotsburn Primary
- ▶ Community Bank Pinewood
- ▶ De Marco Lawyers
- ▶ Dennis Family Corporation
- ▶ Disalced Carmelite Nuns Melbourne

- ▶ Gippsland Critical Minerals
- ▶ Gras Foundation
- ▶ Keilor East RSL Sub-Branch Inc.
- ▶ Lions Club of Maryborough
- ▶ Lions Club of Portland
- ▶ Pacific Hydro Ltd
- ▶ Pakenham Opportunity Shop Inc.
- ▶ Rotary Club of Kardinia
- ▶ St Kilda Park Primary
- ▶ The Andrews Foundation
- ▶ The Russell Foundation
- ▶ The William Angliss Charitable Fund
- ▶ TOMRA Cleanaway
- ▶ Wantirna College
- ▶ Watsonia North Primary School
- ▶ Westfield Local Heroes

GOVERNMENT

- ▶ Campaspe Shire Council
- ▶ City of Greater Bendigo
- ▶ City of Kingston
- ▶ City of Monash
- ▶ Department of Social Services
- ▶ Maroondah City Council
- ▶ Moorabool Shire Council
- ▶ Wellington Shire Council
- ▶ Wyndham City Council

INDIVIDUALS

- ▶ JP Anderson
- ▶ K & C Barnes
- ▶ N Clark
- ▶ R Croft
- ▶ A Davies
- ▶ H Foster
- ▶ E Hanrahan
- ▶ B & J Harvey
- ▶ T Hunter
- ▶ J Keating

- ▶ D & L Koadlow
- ▶ G Lefroy
- ▶ P Lemon
- ▶ V Massaro
- ▶ E Matheson
- ▶ J Moth
- ▶ P Munis
- ▶ K Nelson
- ▶ I Nicolson
- ▶ C Paton
- ▶ R Pitcher
- ▶ JM Price
- ▶ S Reid
- ▶ R Southby
- ▶ H Swan
- ▶ J Syme
- ▶ R Syme
- ▶ E Szikla
- ▶ C & C Thomas
- ▶ C Tucker
- ▶ B Willingham
- ▶ F Wong



LIL, CHARLIE AND GUS AT THE VARIETY CHRISTMAS PARTY



VOLUNTEERS STEF AND HANNAH AT THE TOMRA CLEANAWAY PARTNERSHIP LAUNCH

Acknowledging Our Partners

A heartfelt thank you to our partners whose support in 2025 allowed us to expand our impact and continue building on our mission. To ensure we can continue to fulfil our mission, we rely on the generosity of donors and grant funders.

OFFICIAL MEDIA PARTNER

Herald Sun

UNIVERSITY PARTNER



CORPORATE CHAMPIONS

QIC – Eastland Shopping Centre
Civic Outdoor

LEGAL PARTNER

Lander & Rogers

CHARITY PARTNERSHIPS

We partnered to provide free first aid coverage to the following organisations for their events:

- ▶ Variety – The Children’s Charity of Victoria
- ▶ Vision Australia
- ▶ Royal Children’s Hospital Good Friday Appeal
- ▶ RSL Victoria



VOLUNTEER DARCY AT MIDSUMMA CARNIVAL



ST JOHN STAFF ON SET AT HOUSE OF WELLNESS RECORDING STUDIO



Our People

Our people are the heartbeat of St John Ambulance Victoria. Their dedication drives the outstanding services and community impact we deliver every day.

We recognise that our people are our greatest asset, and we remain committed to empowering them to succeed. United by our values and purpose, we encourage everyone to reach their fullest potential and celebrate the unique talents and perspectives each individual brings.

By fostering collaboration and connection, we create an environment where challenges are overcome together, opportunities are embraced, and contributions are valued, ensuring our people feel proud, fulfilled, and inspired in their work.

Culture

This year marked another milestone in engagement and connection. Participation in our second comprehensive engagement survey increased to 50%, and overall engagement rose from 55% to 63%. These results reflect the impact of initiatives designed to strengthen collaboration, recognition, and employee experience. At St John Ambulance Victoria, we continue to prioritise a safe, rewarding, and fulfilling workplace. By focusing on communication, shared purpose, and collaboration, we are building a culture that is strong, adaptive, and people focused.

Growth and Development

Supporting the growth and development of our people is central to our mission. We invest in structured learning, career pathways, and development programs that equip our people with the skills and knowledge they need to flourish. By nurturing talent and building capability, we create a strong pipeline to achieve our long-term strategic objectives and ensure our people can innovate, excel, and contribute meaningfully.



VOLUNTEER COMMUNICATIONS TEAM AT WORK



HEAD OFFICE STAFF CELEBRATING WEAR IT PURPLE DAY



HARRIET AND SAM AT GOOD FRIDAY APPEAL KIDS DAY OUT

Health, Safety and Wellbeing

Health, safety, and wellbeing remain a key focus. This year, we have actively strengthened our practices under the Psychosocial Safety Regulations, ensuring St John Ambulance Victoria is a safe and supportive place to work. Through proactive risk management, consultation, and wellbeing initiatives, we are cultivating a culture where both physical and mental health are prioritised. Every person is empowered to contribute to safety, and we continue to champion initiatives that promote resilience, work-life balance, and overall wellbeing.

Diversity, Equity and Inclusion

Diversity, equity, and inclusion are central to who we are and how we work. We are committed to building a workforce that reflects the communities we serve and celebrates difference. This year, our partnership with the Australian Childhood Foundation to achieve Child Safeguarding Accreditation demonstrates the importance we place on youth engagement and safeguarding. By fostering inclusion and belonging, we strengthen our organisation, encourage innovation, and ensure our people and communities feel connected and valued.

Looking Ahead

It has been an exciting year of growth, engagement, and achievement. Through stronger collaboration, enhanced safety practices, and a continued focus on development and inclusion, we are creating a workplace that is safe, rewarding, and inspiring. As we move forward, we remain committed to empowering our people, celebrating their contributions, and encouraging a culture where everyone can thrive and contribute to our shared purpose.

St John Museum

St John Museum volunteers provided 3,570 hours of service and hosted 431 visitors in 2025.

Our ongoing projects include the computerisation of paper-based membership records of the first ninety years of volunteer first aiders prior to the use of computers. Another project is the description of all major first aid duties that have been attended by St John over its 140 years in Victoria. There are other projects under way, and many more that could be done with more volunteers.

The quarterly meetings of the St John Historical Society Victorian Branch included four presentations:

- **January:** *The history of Mobile Nursing squads* by Stewart Granger KStJ
- **April:** *A short history of the Knights Templar* by Janise McEwan
- **July:** *The history of St John Leadership Training* by Allan Mawdsley KStJ
- **October:** *"The history of the Douglas Donald camp* by Alan Fry OSTJ

The Priory Conference in November in Canberra included the 27th Annual Seminar of the St John Historical Society, which had the theme of "One Hundred Years of the Cadet Movement in Australia". One of the papers was given by Cadet Daniel Won of Altona Cadet Division on "The History of the Ophthalmic Hospital Branch in Victoria". It was very well presented and very well received.



HUNGARIAN
REVERSE MEDAL

Throughout the year we have had many gifts of photographs and archival records from Divisions, for which we are most grateful. There have also been some unusual donations, including one by Bruce Caslake of a 1956 Hungarian Order of Merit medal.

Older members may recall that during the 1956 Olympic Games in Melbourne many Hungarians sought refuge in Australia because of the uprising against communist dictatorship in Hungary that was brutally suppressed by the authorities. The medal was issued by the Order of St John to commemorate the valour of the protesters. Its face has the Hungarian National coat of arms, and the reverse has our cross with the inscription "The Sacred House of the Hospital of St John of Jerusalem".

Dr Allan Mawdsley OAM, KStJ

► Curator, St John Museum



DANIEL AND ANOTHER PRESENTER WITH THE LORD PRIOR AND DR DAVID FAHEY (PRESIDENT OF THE HISTORICAL SOCIETY)



OUR PROUD RESPONSE CREW AT THE GOOD FRIDAY APPEAL KIDS DAY OUT

▶ State Chaplain's Report



As just one facet of the support provided to both employees and volunteers, our chaplains provide an informal and confidential avenue of approach regarding personal or workplace issues.

Religious and cultural diversity requires understanding across any large organisation, as does the interaction of volunteers and staff with the community we serve. In Victoria 60% of the population follow more than 130 different faiths or religious streams. Chaplains can play an important educative role with regard to interacting respectfully with each other and with our multi-cultural and multi-faith community.

In Melbourne the State Chaplain's role includes regular visits to the Notting Hill headquarters and liaison with the CEO, unit managers and staff.

The demanding work of our Coronial Services team is a specific area where awareness of different

traditions, beliefs and rituals at the time of a death is vital. The chaplaincy unit has been instrumental in preparing 'A Guide to Religious Diversity for St John Coronial Services Staff' which is readily accessible and to which they can refer when necessary. This provides separate sections relevant to the main faith groups but includes notes on cultural issues and potential grief reactions.

The State Chaplain provides 24/7 availability in the metropolitan area. During the year under review staff and volunteers have received outstanding support from our regional chaplains in Wodonga, Ballarat, Bendigo, Geelong, Sale and Mildura. However, due to various clergy moves and commitments the Wodonga, Bendigo and Mildura positions will need to be filled in the year ahead.

On behalf of our chaplains, I wish to thank all volunteers and staff for the trust they place in us. We look forward to continuing our role of providing pastoral care and spiritual support in the year ahead.

Reverend Jim Pilmer PSM, OAM, OSTJ

Order Affairs

2025 was a landmark year of celebration, highlighted by several significant events commemorating 100 years of Youth and Cadets in Australia.

The annual Church service was held on Sunday, 23 June 2025 bringing together many volunteer members, along with members of the Order and staff. The service proudly recognised the centenary milestone, with youth members playing an important role in the proceedings. Two youth members delivered the readings, and others carried the youth flag in the procession. The celebration continued afterwards with a morning tea.

The Order Dinner followed on 12 July in the Grand Ballroom at the Pullman. The evening was extremely well attended, with more than 200 guests, exceeding numbers from previous years. The theme, celebrating 100 years of Youth and Cadets, brought together past youth members, Order members, volunteers, and staff to mark the occasion. The program featured a guessing game and, for the first time, raffles, both of which were very well received. Feedback from the evening was overwhelmingly positive. This year also marked the establishment of the first Order Dinner Committee. I sincerely thank the committee members for their dedication and hard work in delivering such a successful event. The committee will continue to oversee future dinners.

Our annual Investiture was held on Tuesday, 5 August, where 20 Postulants who were gazetted in 2024 were formally invested. Despite attendance numbers being limited due to restrictions, the evening was enjoyed by all who were present.

The Order Affairs Committee and the Order Ambassadors have been actively visiting Divisions to promote the Order and encourage nominations. I would also like to acknowledge and thank those who have supported this effort over the past 12 months.

We continue to encourage members of the Order to put forward nominations for individuals who have demonstrated outstanding service.

While 2026 may not be as significant as 2025, a great deal of planning is already underway. The Order Dinner has been scheduled for Saturday, 20 June at the RACV Club in Melbourne, followed by the annual Church Service on Sunday, 21 June. Please mark these dates in your diaries.

Thank you all for your continued support.

Victorian Members of the Order

PROMOTED TO COMMANDER

Dr Martin Dutch CSTJ

PROMOTED TO OFFICER

Dr Alison Ford OSTJ

ADMITTED AS MEMBER

Dr Elizabeth Armstrong MStJ

Ms Kathryn Berry MStJ

Mrs Elizabeth Cannizzaro MStJ

Mr Lou Perez MStJ

Mr James Eracleous MStJ

Mr Thomas Marcus MStJ

Mr Fredrik Tronnberg MStJ

VALE

Mr Anthony Baker OSTJ

Mr Harry Larchin OSTJ

Mrs Mary Wilkinson OSTJ

Mr Graham Green MStJ

Mr Gordon Ortmann MStJ



Honours and Awards

SERVICE MEDAL

Representing
10 Years Service

Ms Eliza Allen
Mr Kevin Chong
Ms Sarah Clark
Mr Yanfei Dai
Mr Shannon Field
Mr Chai Foreman-Sim
Mr Andrew Georgeallis
Mr Joshua Harbourd
Ms Nicole Karanzoulis
Mr Sean Kennewill
Mr Ian Craig Marshall
Mr Jason Moncrieff
Mr Patrick O'Connell
Ms Melissa Palmer
Mrs Sabriah Peterson
Ms Dem Peterson
Ms Tiffany Taylor

1ST BAR

Representing
15 Years Service

Ms Vi Ha
Mr Joel Hards
Ms Genevieve Heath-Kalgutkar
Mrs Brooke Hunt
Mrs Christopher Jay

Ms Jeanne Porter
Mr Geoffrey Sadler
Ms Laura Taylor
Ms Carolyn Ulliyatt
Mr Andrew Zollia

2ND BAR

Representing
20 Years Service
Mrs Chennell Allan
Dr Elizabeth Armstrong
Mrs Susan Caslake
Ms Jacqueline Christini
Mr Brendan Corcoran
Ms Jayne Dicketts
Mr Simon Goode
Mr Andrew Haywood
Ms Jen Heywood
Mr Krishna Rajendram
Ms Sophie Taylor

3RD BAR

Representing
25 Years Service
Ms Belinda Corcoran
Ms Claire Moore
Mr Colin Pumpa
Mr Paul Symmons
Mr Matthew Waixel

4TH BAR

Representing
30 Years Service
Late Mr Bernard Guerin
Mr James Kennedy
Ms Marie Parker

5TH BAR

Representing
35 Years Service
Mr Peter Mill
Mr Bruce Wilde

6TH BAR

Representing
40 Years Service
Mr Donald Pickens
Mr Anthony Smith

7TH BAR

Representing
45 Years Service
Mr Timothy Duncan
Mr Anthony Oxford
Mr Lindsay Tremethick

ULTRA LONG SERVICE MEDAL

Representing
50 Years Service
Ms Gwen Neylon OSTJ

1ST BAR ULTRA LONG SERVICE MEDAL

Representing
55 Years Service
Mr Peter Dalton OSTJ

YOUTH AWARDS

Ms Joyce Chen
Youth Leader of the Year
Ms Ella Heywood
Youth Member of the Year

GRAND PRIOR'S AWARD

Chelsea Green
Aaliyah Khan Niazi
Chloe Maginness
Kaitlyn Muir
Abubakar Nur
Bronya Robinson

GOLD SOUTHERN CROSS AWARD

Jessica Underwood



INVESTITURE AT GOVERNMENT HOUSE

The Most Venerable Order of the Hospital of St John of Jerusalem

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Hollingworth AC, OBE, KStJ

Dr Iain Nicolson KStJ

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The Very Reverend
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Mr Malcolm Curtis MStJ
Mr Timothy Danaher MStJ
Mr Paul Davidson MStJ
Mr Lloyd Davies MStJ
Mr Harold Alan Day MStJ
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Sister Jennifer Deverson MStJ
Mrs Dianna Di Lisio MStJ
Ms Jayne Dicketts MStJ
Mr Eric Donald MStJ
Mrs Helen Donaldson MStJ
Mr Stuart Donaldson MStJ
Mr Michael (Mike) Doolan MStJ
Mr William Duncan MStJ
Mr Daniel Dycer MStJ
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Ms Caroline Elliott MStJ
Mr Craig Ellis MStJ
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Ms Sabrina Erdossy MStJ
Mr Adrian Etherton MStJ
Mr David Evans MStJ
Mr Graham Fary MStJ
Dr Rodney Fawcett MStJ
Mrs Patricia Fay MStJ
Mr Donald Fayers MStJ
Mrs Jennifer Fayers MStJ
Miss Elizabeth Field MStJ
Mr Shannon Field MStJ
Mr Michael Fletcher MStJ
Mrs Barbara Foord MStJ
Ms Samantha Ford MStJ
Mrs Jan Fraser MStJ
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Mr Peter Fryer MStJ
Mr Daryn Gardner MStJ
Mr Michael Georgiou MStJ
Ms Lauren-Jean Germany MStJ
Mr Craig Giles MStJ
Mr Frederick Gill MStJ
Mrs Miranda Gipps MStJ

Mr John Golino MStJ
Mr Simon Goode MStJ
Mr Terence Goodwin MStJ
Mr Bernard Goss ASM MStJ
Mrs Kerryn Gouldson MStJ
Ms Sharyn Graham MStJ
Mr Stuart Green MStJ
Ms Jo-Anne Grenenger MStJ
Ms Courtney Grigg MStJ
Mrs Tracy Grigg MStJ
Mrs Gale Gronow MStJ
Ms Katharine Gronow MStJ
Ms Samantha Gronow MStJ
Sister Inez Growse MStJ
Mr Paul Haas MStJ
Mr William Hardy MStJ
Mr Alan Harvey MStJ
Mr Jay Hateley MStJ
Mr Anthony Hayes MStJ
Mr Andrew Haywood MStJ
Ms Genevieve
Heath-Kalgutkar MStJ
Mr Michael Henzell MStJ
Ms Elizabeth Herzog MStJ
Mr George Hetrel MStJ
Mrs Patricia Hetrel MStJ
Ms Jen Heywood MStJ
Ms Beverley Holder MStJ
Mrs Megan Holmes MStJ
Mrs Marianne Hoogwerf MStJ
Mr Stephen Horton MStJ
Mr Brett Hume MStJ
Mr Scott Humphrey MStJ
Ms Brooke Hunt MStJ
Mr Jarrod Hunter MStJ
Mrs Dorothy Hutchings MStJ
Mr Robert Hutchings MStJ
Mrs Lynette Iliffe MStJ
Mr Benjamin Imrie-Quintyn MStJ
Mr Ryan Jacobsen MStJ
Dr Nicholas Jansen MStJ
Mr Donald Jarrett MStJ
Mr Joshua Jarrott MStJ
Mr Matthew Jaskolski MStJ
Mr Christopher Jay MStJ
Mrs Clare Jeans MStJ
Mrs Lynette Johnson MStJ
Ms Robyn Jones MStJ
Mr Andrew Jurrjens MStJ



ANNUAL ST JOHN ORDER DINNER



BARB DAVIS CUTS THE CAKE AT THE ORDER DINNER



PROUD PARTICIPANTS OF THE INVESTITURE



VOLUNTEER AWARDS AT GOVERNMENT HOUSE



PARTICIPANTS ENJOYING THE ORDER DINNER



JORDAN AND DANIEL SPEAKING AT THE ORDER DINNER



Mrs Ruth Kain MStJ
 Mr Brad Kast MStJ
 Mr Reginald Kemp MStJ
 Mrs Constance Kennedy MStJ
 Mr James Kennedy MStJ
 Mr Brenton Key MStJ
 Dr Elizabeth Killoh MStJ
 Mr James Knopp MStJ
 Dr Emma Kong MStJ
 Ms Amy Kwik MStJ
 Ms Nicole Larter MStJ
 Ms Heather Lavery MStJ
 Mr Ian Lawrence MStJ
 Ms Elisa Lay MStJ
 Ms Jane Barbara Lean MStJ
 Mrs Margaret Ledley MStJ
 Mr Han-Wei Lee ASM MStJ
 Mr Paul Leeder MStJ
 Mr Trevor Lemke MStJ
 Mr Rocky Liang MStJ
 Mr John Lloyd MStJ
 Mr Richard Lodder MStJ
 Arch Dec. Frank Lowe MStJ
 Miss Georgina Luckman MStJ
 Mr Davide Luisetto MStJ
 Mr Frederick Luke MStJ
 Mr Thomas Marcus MStJ
 Dr Howard Marks MStJ
 Ms Angela Marroncelli MStJ
 Mr Andy Marshall MStJ
 Mr Kenneth Marshall MStJ
 Mr Francis John Mason MStJ
 Mrs Gwendoline Mathieson MStJ
 Ms Bridget Maxwell MStJ
 Mr James McCarthy OAM, MStJ
 Mr Samuel McColl MStJ
 Dr James McCusker MStJ
 Mr Andrew McDonell ASM, MStJ
 Mr George McEwan MStJ
 Ms Nicole McEwan MStJ
 Ms Emilee McGivern MStJ
 Mr David McGrath MStJ
 Mrs Brenda McIntosh MStJ
 Ms Kate McKenna MStJ
 Mr Michael McKeown MStJ
 Mr Peter McKinnon MStJ
 Mr Robert McManus MStJ
 Ms Melanie McMurtrie MStJ
 Mrs Dorothy McPherson MStJ
 Mr Ian McPherson MStJ
 Dr Hugh Melville MStJ
 Mr Trevor Merrett MStJ
 Dr Lachlan Miles MStJ
 Miss Helen Miller MStJ
 Mr Robert Miller MStJ
 Mr Robert Milliken MStJ
 Mr Domenico Misale MStJ
 Mrs Heather Mitchell MStJ
 Mr Peter Mitchell MStJ
 Mr Michael Moldoveanu MStJ
 Mr Kevin Moloney MStJ
 Mr Wayne Moloney MStJ
 Mr Troy Montgomery MStJ
 Ms Claire Moore MStJ
 Mrs Leah Moore MStJ
 Mrs Lesley Moore MStJ
 Mr Martin Moran MStJ
 Mr James Morris MStJ
 Miss Christine Morrison MStJ
 Mrs Heather Morrison MStJ
 Mrs Shirley Moxon MStJ
 Mr Gordon Muir MStJ
 Mrs Virginia Murphy MStJ
 Mr Christopher Murray MStJ
 Mrs Jill Murray MStJ
 Mr Warren Nankervis OAM, MStJ
 Mr Rick Nugent APM, MStJ
 Mr Richard Ogle MStJ
 Mrs Clare O'Sullivan MStJ
 Mr Joseph O'Sullivan MStJ
 Mrs Brenda Oxford MStJ
 Mrs Jaimee Oxford MStJ
 Ms Michelle Palmer MStJ
 Mr Symeon Panayiotou MStJ
 Ms Gail Parkinson MStJ
 Reverend Canon Heather Patacca MStJ
 Mr Nigel Patience MStJ
 Dr Emma Patterson MStJ
 Ms Ann Payne MStJ
 Mr Lou Perez MStJ
 Mr Daniel Petrotta MStJ
 Mrs Beverley Phillips MStJ
 Mr Rodney Phillips MStJ
 Mr Donald Pickens MStJ
 Mr Johnny Piscopo MStJ
 Mrs Catherine Polinelli MStJ
 Mr Daniel Porter MStJ
 Mr Jeffrey Priest MStJ
 Mr David Priestley MStJ
 Mr Darron Pritchett MStJ
 Mr Phillip Pritchett MStJ
 Mr Colin Pumpa MStJ
 Dr David Quin MStJ
 Mr Dale Quinn MStJ
 Mrs Yvonne Radcliffe MStJ
 Mr Ian Ramsdale MStJ
 Mrs Elizabeth Ravalli MStJ
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 Mr Graham Ryan MStJ
 Mr Peter Ryan MStJ
 Mr Geoffrey Sadler MStJ
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 Mrs Kathleen Simpson MStJ
 Mr Russell Sincock MStJ
 Ms Catherine Smith MStJ
 Mrs Martha Smith MStJ
 Mr Michael Smith MStJ
 Mrs Raechella Smith MStJ
 Ms Wendy Smith MStJ
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 Ms Bernadette Sparkes MStJ
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 Mrs Margaret Spinks MStJ
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 Ms Catherine Taylor MStJ
 Ms Laura Taylor MStJ
 Mr John Teague MStJ
 Mrs Patricia Thompson MStJ
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 Mr Neil Watt MStJ
 Sister Winifred Watts MStJ
 Mr Neil West MStJ
 Dr Robert West MStJ
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 Mr Greg Williamson MStJ
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 Mr Keith Wilson MStJ
 Mr Greg Wilton MStJ
 Mr Claus Peter Winckler MStJ
 Mr John A. Wiseman MStJ
 Dr John F. Wiseman MStJ
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 Mrs Kathleen Wright MStJ
 Mr Gary Wyatt MStJ
 Mrs Sheila Wylie MStJ
 Dr James Xavier MStJ
 Mr Rodney Young MStJ
 Mr Craig Zaal MStJ
 Mr Andrew Zollia MStJ

Financial Overview

The 2025 financial result represents a material improvement in the organisation's financial performance and a clear step forward in our journey toward long term financial sustainability. The outcome reflects disciplined management, improved operational performance, and a renewed focus on the financial foundations of the organisation.

Performance improved primarily due to stronger results across core contracted services and selected commercial activities. Non Emergency Patient Transport continued to provide a stable operating base, delivering a positive margin contribution that was instrumental to the year's turnaround. Volunteer and Event Health Services also recorded improved results compared with prior years, supported by higher volunteer engagement and more robust cost controls. First Aid Servicing delivered continued growth throughout the year, making a significant contribution to the overall financial outcome.

Notwithstanding this progress, performance was uneven across the portfolio. Training, Product and Fundraising results fell below budget expectations, while Seniors Community Care faced operational and financial challenges associated with the introduction of the Support at Home reforms and a rapidly evolving industry environment.

Cost discipline remained a central focus throughout 2025. While overhead expenditure was marginally above budget in absolute terms, overheads reduced as a proportion of revenue compared to the prior year. The reduction of discretionary expenditure, while necessary, resulted in a tightening of the delivery of some community programs.

Overall, the 2025 result represents a credible and important step toward improved financial stability, reinforcing financial sustainability as a core strategic priority for the organisation.



AMBULANCE TRANSPORT ATTENDANT BRIONY IS PREPARED FOR THE NEXT PATIENT



2026 Outlook

The progress achieved in 2025 provides a strong foundation for 2026.

- ▶ Non Emergency Patient Transport, as the organisation's largest revenue source, will continue to play a critical role in providing a stable financial platform. At the same time, our commercial streams – Training, Product and First Aid Services – will focus on rebuilding revenue growth and improving margins.
- ▶ Seniors Community Care, supported by a clearer understanding of the new reform environment and the release of additional packages, has the opportunity to return to growth and deliver more sustainable margins.
- ▶ Based on these foundations, the organisation plans to deliver another positive financial result in 2026, while continuing to strengthen financial resilience and support the delivery of our mission.

2025 Financial Summary

	2025 \$000s	2024 \$000s	2023 \$000s
Commercial revenue	73,074	65,864	57,755
Government grants	177	405	150
Fundraising revenue	852	906	729
Event Health Services revenue	4,660	3,876	3,350
Other non-commercial revenue	2,076	1,183	1,503
Total Revenue	80,840	72,236	63,487
Net Surplus/(Deficit) before tax	193	(6,077)	(7,041)
Income tax expense	-273		
Net Surplus/(Deficit) after tax	(80)	(6,077)	(7,041)
Comprehensive Income	427	439	314
Net Surplus/(Deficit)	347	(5,638)	(6,727)

Strategic Plan

In 2024 we launched our new Strategic Plan to continue delivering our purpose in the service of humanity.

Here are the impacts outlined in that Plan, with progress made identified for 2025.

OUTCOME



Lives Saved

More Victorian lives will be saved as an outcome of the first aid training we provide, our service in the community and improved access to defibrillators.



Community Resilience

Community resilience is the preparedness of people in a community to provide first aid to another person in need – the community helping itself.



Exceptional Care

Victorians deserve exceptional care wherever they need it. We will grow our delivery of St John Quality Care in the community.



Our People

Our people includes everyone who serves or works in St John Victoria.

IMPACT	ASPIRATION 2026	2025 UPDATE
The number of people trained annually	300,000	166,761
The number of people we serve across Victoria	15M	13.5M
Improve survival from out of hospital sudden cardiac arrest to 8%	500 lives saved annually	422 lives saved (6% survival rate)
Annual Community First Aid Preparedness Survey	53%	50%
Instances of care in the home	114,000	145,145
Safe, Effective, and Patient Centred Care – Patient Survey Score	5 Stars	4.8 Stars
Participation in the Engagement Survey	87%	50%
People Engagement Score	65%	63%

Governance

St John Ambulance Australia (Vic) Ltd became a company limited by Guarantee in 2025 and is a member of the St John Ambulance Australia Federation.



Mark Engel

OStJ

► Chairman



Caroline Elliott

MStJ

► Director



Paul Davidson

MStJ

► Director



Rick Nugent

APM, MStJ

► Director



Janice Munt

► Director



David Brajkovic

► Director



Trudy Ararat

► Director



Shyaman Menon

► Director

Meeting of Members

During the financial year, 9 meetings of members were held. Attendance by each member was as follows.

2025 Board Meeting Members	Eligible to Attend	Total Attended
Mark Engel	9	9
Caroline Elliott	9	7
Paul Davidson	9	8
Rick Nugent	9	7
Janice Munt	9	9
David Brajkovic	9	7
Trudy Ararat	9	8
Shyaman Menon	9	8

Thank You

“

I just attended the legends AFL game at marvel stadium and was in a lot of pain, and the paramedic Chris and all of the ladies on the level 2 first aid ward near aisle 40 were AMAZING! Thank you all so much for taking a lot of time out of your night to help me.

*Regards,
Andrew*

“

Dear Team,

I just wanted to express my massive thanks to the awesome James and Will at St John Ambulance which attended my mother's house on 22/07/2025.

James and Will acted professionally and with a heightened level of care for my 76-year-old mother. James and Will went above and beyond to check out my mother, get her into the ambulance (whilst it was raining and having to dealing with multiple steps into the property) and to top it off my mother and I felt supported whilst waiting to go into emergency.

James and Will are bloody legends and if there is any team/company recognition system please give them a voucher etc.

James and Will were able to make my mother feel supported from start to finish.

James and Will you are certainly outstanding at what you do!!!

Tina S

“

Me and my wife would like to thank you as this has been a difficult time in our life and St John have been very caring and supportive as they transported my husband for two weeks to have radiotherapy.

We would like to thank you all with all our heart what a great team and thankyou again.

A Murray

“

I just wanted to provide feedback regarding my non urgent transport on the evening of Friday 7th April 2025 with workers Erin and Alana in Geelong.

They transported me from St John of God hospital to Geelong hospital whilst I was quite unwell and emotional from the pain and having to change hospitals during this traumatic time.

They were both kind, eased my anxiety, kept speaking with me and were able to talk to Geelong staff to ensure I have a bed and not left in the emergency dept waiting room before they headed back out. They made sure I was comfortable until they left and felt ready for them to leave. They were fun to speak with and understood my anxiety around my situation.

I couldn't have asked for two greater people to transport me.

Thank you, Erin and Alana for your incredible support and kindness and incredible care!!

*Thank you
Karen*



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Charity number: 10096



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